

**CLIENT'S CHARTER ACHIEVEMENT
AUGUST 2021 STRIDE**

NO.	CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
		AUGUST	
1.	MANAGING NATIONAL DEFENCE EFFICIENTLY AND EFFECTIVELY SO THAT STRATEGIC INTERESTS, SOVEREIGNTY AND INTEGRITY OF THE COUNTRY IS ALWAYS GUARANTEED		
1.3	DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE)		
1.3.1	To conduct research, investigation and studies related to defence technology within a period three (3) months from the date of complete application received.	100% (Quantity: 1/1 applications)	<u>Corrective/Preventive Action:</u> NOT APPLICABLE
1.3.2	To complete tests and issue report within a period not exceeding: (i) one (1) month from the date of complete application received for non-tender item; and (ii) one (1) month from the date of complete application received for tender item.	91.7% (Quantity: 44/48 applications) [Sample: 165; Test: 682] 100% (Quantity: 49/49 applications) [Sample: 104; Test: 1080]	<u>Corrective/Preventive Action:</u> 4 tests were recorded as non-compliance after lab operation was put on hold due to COVID-19 close contact case. <u>Corrective/Preventive Action:</u> NOT APPLICABLE
1.3.3	To screen and endorse Defence Procurement Specification within a period not exceeding fourteen (14) days from the date of application of complete specification.	100% (Quantity: 7/7 documents)	<u>Corrective/Preventive Action:</u> NOT APPLICABLE